

**Department of Personnel Administration
Memorandum**

TO: Personnel Management Liaisons (PML)

SUBJECT: State Compensation Insurance Fund Medical Provider Network	REFERENCE NUMBER: 2005-056
DATE ISSUED: 12/13/05	SUPERSEDES:

This memorandum should be forwarded to:

**Personel Officers
Personnel Transactions Supervisors
Return-to-Work Coordinators
Health and Safety Officers**

FROM: Department of Personnel Administration
Benefits

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The medical provider network (MPN) for State employees has been approved. The State can begin directing employees with industrial injuries or illnesses to MPN physicians as of January 1, 2006. This memorandum describes the steps that must be taken to utilize the MPN as well as some basic information about MPN. The steps are divided into two sections requiring action 1) Before January 1, 2006; and, 2) Beginning January 1, 2006.

1. Before January 1, 2006

Employee notification

Each department should have already provided the required notice to all of their employees. Please see PML2005-049 for details.

<http://www.dpa.ca.gov/benefits/health/workcomp/PML2005049.pdf>

Designate a departmental MPN contact

The regulations require each department to designate a person or persons who will act as the departmental MPN contact. This is usually the Return to Work Coordinator.

Select an MPN provider

Each department should already have an employer-selected medical provider to treat employees in the event of an industrial injury or illness. If your department or facility has not selected a provider, you should do so now. The employer-selected provider needs to be part of the MPN. If your current employer-selected provider is not part of the MPN and you would like to see them added to the MPN, send an email with all of the necessary information to the Medical Liaison at the State Fund office that handles your workers' compensation claims. Please note that the provider will not be automatically added to the MPN and State Fund has discretion regarding the providers in the MPN. In the meantime, I would suggest selecting a provider from the MPN.

Primary care physicians and the hospital for emergency health services can be located at the same medical facility. It is generally best to initiate contact with the physician's office or hospital when you list them as your employer selected-provider to verify that they will be willing and able to treat your employees.

Required posting notice

Each department should already have the "Notice to Employees" poster (SCIF 13708) or equivalent notice posted. You must list the contact information for the primary care physician and emergency hospital that your department has selected to provide medical treatment to your injured employees on the "Notice to Employees." This poster can be obtained from State Fund by going to the State Contracts website at <http://www.scif.com/statecontracts/index.html> and looking for "Posting Notice" under "Forms" or by contacting your local State Fund office. A Spanish version is also available. This notice must be posted in a conspicuous place frequented by employees and accessible during working hours.

2. Beginning January 1, 2006

Required notification to employees

Please see PML2005-049 for instructions.

Arranging Medical Care

If an injured employee did not pre-designate a physician and the department is notified of an industrial injury or a claim is filed, then the department must arrange the initial medical treatment for the injured employee. For non-emergency medical care, the department must make an appointment for the injured employee to obtain an initial medical evaluation with an MPN physician or facility within three business days. SCIF is not responsible for arranging for an injured employee's initial medical evaluation. Departments should promptly obtain an appointment for an injured employee to avoid unnecessary delays in the provision of medical treatment. If emergency medical treatment is needed, dial 911 for immediate assistance or transport the injured employee to a hospital for emergency health services. At the time an injured employee is referred to an MPN physician or facility, he or she must be given the brochure entitled "Medical Provider Network for Employees of the State of California" (SCIF 13141). Employees temporarily working outside the geographical service area of the MPN who require medical treatment for an industrial injury should be referred to the nearest emergency medical facility. If an injured employee did not pre-designate a personal physician then he or she should be referred to an MPN physician for follow-up treatment, if needed. Within one working day of receiving a completed "Workers' Compensation Claim Form & Notice of Potential Eligibility" form (SCIF 3301), departments must authorize the provision of medical treatment with an MPN provider or the pre-designated personal physician until the date that liability for the claim is denied or \$10,000 in medical expenses have been paid.

Employee's right to change physicians

At any point after the initial medical treatment with an employer-selected MPN physician, an injured employee may switch to a physician of his or her choice within the network. The injured employee's selection of a physician must be based on the physician's specialty or recognized expertise in treating his or her injury or condition. There is not a limitation on the

number of times an injured employee may change physicians, however, a change can only be made if his or her physician has determined that there is a need for continued treatment or future treatment. Treatment by a specialist who is not a member of the MPN may be permitted on a case-by-case basis if the network does not contain a physician who can provide the approved medical treatment.

Transfer of Ongoing Medical Care into the MPN

If an injured employee is receiving ongoing medical care for an industrial injury that occurred prior to the implementation of the MPN, then he or she may, under certain circumstances, be required to transfer care to an MPN physician. SCIF will not automatically transfer injured employees into the MPN. The decision to move an injured employee into the MPN will be evaluated on a case-by-case basis. Please refer to the MPN brochure for details regarding the transfer of ongoing medical care.

Pre-designated Personal Physician

If an employer provides non-occupational group health coverage in a health-care service plan (i.e. HMO/PPO) or a group health insurance plan (i.e. Kaiser) then an employee is eligible to pre-designate a personal physician. This is the physician that will provide medical care to an employee in the event of an on-the-job injury or illness. An employee must give written notification of the name and address of his or her personal physician to his or her employer prior to being injured. Per LC Section 4600(d), the designated physician must meet the following criteria:

- be the employee's regular physician or surgeon;
- be the employee's primary care physician who has treated him or her in the past and maintains his or her medical records;
- be licensed per the Business and Professional Code; and
- agree to be the employee's pre-designated physician.

An employee may not pre-designate a personal chiropractor when the employer has an MPN in effect. Departments must provide new employees with a form to pre-designate a personal physician upon hire or by the end of the first pay period. This form must be available to existing employees upon request. The "Guide to Workers' Compensation for New State Employees" (SCIF 13545) includes a pre-designation form that meets these requirements.

You can obtain this pamphlet through State Fund's Web site at

<http://www.scif.com/statecontracts/forms/Forms.html> or by contacting your local SCIF office. If an employee does not pre-designate a personal physician and requires medical care for an industrial injury then an employer has the right to send him or her to a physician or medical facility of their choice.

Additional Information

This section provides additional information important to state departments utilizing the MPN.

Locating an MPN Provider

The MPN provider list can be accessed through SCIF's on-line MEDfinder tool at <http://www.scif.com/medfinder/MedFinder.html> or by going to the State Fund website and clicking on 'MEDfinder'. To ensure that the information you obtain is current, accessing the list online is preferable. If necessary, you may also request a printed list of MPN physicians or facilities in your area by contacting your local SCIF office or by calling State Fund's Customer Service Center at (866) 794-2510. If an employee wishes to switch to a new physician within the MPN and requests assistance in locating a new physician, please do what you can to facilitate access to the list of MPN physicians via the on-line MEDfinder tool.

Feedback

The MPN is not a static list. State Fund will update the list as time passes. If you wish to provide feedback regarding a specific physician or provider, please send your comments to the Medical Liaison at the State Fund office that handles your workers' compensation claims. Be sure to clearly identify yourself and the physician or provider.

Disputing medical treatment or diagnosis

If the injured employee disagrees with the diagnosis or treatment offered by an MPN physician, he or she may obtain a second opinion from another physician within the MPN. A third opinion from an MPN physician may also be obtained if the injured employee disputes the second opinion. If the injured employee still disagrees after the third opinion he or she may request an independent medical review. It is the injured employee's responsibility to notify his or her employer or State Fund adjuster that he or she would like to obtain a second or third opinion. Once notified, State Fund will provide the injured employee a list of MPN providers based on the specialty or recognized expertise in treating his or her particular injury or condition. It is the injured employee's responsibility to select a physician, make an appointment with the selected physician, and to notify his or her State Fund adjuster of the appointment date. The State Fund adjuster will send a cover letter and the employee's medical records to the selected physician. The injured employee will be sent a copy of the cover letter and a copy of the medical records, if requested.

The injured employee may request an Independent Medical Review if he or she disagrees with the third opinion by contacting his or her employer or SCIF adjuster. The SCIF adjuster will provide the injured employee with the "Application for Independent Review." The injured employee can complete the application and send it to the administrative director along with any relevant material or documentation. The injured employee may also sign a release authorizing State Fund or another person to act on his or her behalf and to release relevant material or documentation (i.e., medical records or correspondence).

The Independent Medical Reviewer may conduct a medical evaluation at the injured employee's discretion. The Independent Medical Reviewer will issue a report addressing whether the disputed medical treatment or diagnosis is consistent with the medical treatment utilization schedule or American College of Occupational and Environmental Medicine's (ACOEM) Guidelines. The administrative director will review the Independent Medical Reviewer's report and issue a written decision to the injured employee and SCIF adjuster. If it is determined that the disputed treatment or diagnosis is not in compliance with the medical utilization schedule or ACOEM Guidelines then the injured employee will have the choice of changing to a physician outside of the MPN to obtain the needed treatment.

Who is in the MPN

The network incorporates medical providers from State Fund's Preferred Provider Network, Kaiser Permanente Alliance, and Blue Cross of California. The network includes a wide variety of providers, including specialists, chiropractors and hospitals. State departments will utilize the MPN through the Master Agreement or through an insurance policy. Further information regarding MPN networks in general can be found on the Division of Workers' Compensation website at http://www.dir.ca.gov/dwc/MPN/DWC_MPN_Main.html.

If you have any questions regarding this PML, please contact Keith Mentzer, Workers' Compensation Program Manager, at (916) 445-9792.

/s/ Debbie Endsley

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